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**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

9

Application Number

09/746,508

Filing Date

December 26, 2000

First Named Inventor

Willis et al.

Art Unit

3627

Examiner Name

J.A. Kramer

Attorney Docket Number

20009.0001US01 (BS99-184)

ENCLOSURES (Check all that apply)

Fee Transmittal Form



Fee Attached



Amendment/Reply



After Final



Affidavits/declaration(s)



Extension of Time Request



Express Abandonment Request



Information Disclosure Statement



Certified Copy of Priority Document(s)

Reply to Missing Parts/
Incomplete ApplicationReply to Missing Parts
under 37 CFR 1.52 or 1.53

Drawing(s)



Licensing-related Papers



Petition

Petition to Convert to a
Provisional Application

Power of Attorney, Revocation



Change of Correspondence Address



Terminal Disclaimer



Request for Refund



CD, Number of CD(s) _____

☐ Landscape Table on CD

Remarks



After Allowance Communication to TC

Appeal Communication to Board
of Appeals and InterferencesAppeal Communication to TC
(Appeal Notice, Brief, Reply Brief)

Proprietary Information



Status Letter

Other Enclosure(s) (please identify
below):

Return Postcard

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name

WITHERS & KEYS, LLC

Signature

Printed name

Jeramie J. Keys

Date

January 26, 2005

Reg. No.

42,724

CERTIFICATE OF TRANSMISSION/MAILING

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Date

January 26, 2005

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S/N 09/746,508

3627
JFW

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Willis Examiner: Kramer
Serial No.: 09/746,508 Group Art Unit: 3627
Filed: December 26, 2000 Docket No.: 20009.0001US01
(BS99-184)
Title: TECHNICIAN COMMUNICATIONS SYSTEM WITH AUTOMATED
CLAIMS PROCESSING

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on January 26, 2005.

By: 

Name: Jeramie J. Keys

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This communication is responsive to the Office Action mailed on October 28, 2004. Amendments to the claims begin on page 2. Remarks begin on page 6.